2nd November 2019

To whom it may concern

I would like to apply for your advertised position of Systems Engineer.

My career which spans over 20+ years within IT in Australia serving in executive capacities for the past 13 years has offered me exposure to a broad range of operational environments and challenges. Through this I have developed the skills required to work at all levels from business decision making through to highly technical activities.

In my most recent engagement my role was highly technical in nature whilst being a critical senior management role. My ethos is to take into consideration all stakeholder requirements and determine the best business outcome and solution.

My most recent engagement saw me leading multiple teams of which one was customer service. It was a central point within our organisation and key to providing corporate support services as well as ensuring customer retention and satisfaction targets were achieved. This often involved development of internal processes and operational plans that were designed to meet the changing needs of the organisation. Our business model was transforming from a traditional sales model to a subscription based software offering. During this change, a great deal of adjustment was required both in terms of operational activities as well as staff thinking with regards to service delivery and sales models. Through collaborative discussions with various departments, my role was to develop and lead change across the organisation. At all times my leadership of the departments I was appointed focused on open communication and staff satisfaction. This approach ensured teams worked efficiently with one another and all worked together to deliver effective service delivery in all areas.

In previous roles I have been responsible for asset and facilities management activities. During my time at Melbourne Datacentre, one of my roles was to carry out the infrastructure architectural activities from conceptualising the design and serviceability of underfloor power and overhead communications delivery encompassing my analytical and problem solving skills to achieve a cost effective functional outcome. I was also responsible for the day to day operations including defining systems testing processes and customer access rules and policies, extending to telco carrier service access to our facility and periodic maintenance testing and qualification practices.

In all of my appointed positions my mind set has been to ensure corporate requirements are achieved as a priority. Whilst working with Melbourne Datacentre I created a new team (support team) and all frameworks and policies for this to function were developed. My approach to this was to ensure that current needs from this department were achieved yet processes were not so strict as to make them unusable as future support requirements arise. Challenges would sometimes arise in the workplace and I have always approached solving these by drawing on my years of experience as well as taking into consideration input from others. When necessary, due to the complexity of the problem, investigative work is needed to more thoroughly analyse the root cause of the problem before deciding on a solution. I have done this on many occasion with matters such as issues of a technical nature through to inter-department conflict.

I hold myself to a high standard in regards to my professional presentation and relationship management. I have the ability to vary my interpersonal skills with colleagues and customers alike to build and maintain relationships. Most recently I worked with internal stakeholders to deliver business related outcomes as well as with external stakeholders (customers) to ensure our service offerings meet their needs. I have travelled internationally to the US and Europe multiple times per year to represent my company at CISCO Live events and meet customers in group discussions as well as one on one meetings ensuring strong relationship building and business direction alignment objectives were achieved. These meetings often involved staff from all levels including technical engineers through to managers and C-suite staff where appropriate.

Previous responsibilities include management of the marketing, customer service and product management departments. This included overseeing trade show activities and market research initiatives as well as setting our product pricing and sales methodologies. Alongside this work, I was solely responsible for product management including strategic decision making, business direction and development opportunities including internal and external partnership relationships.

I have been involved in working directly with all Australian telco businesses to manage service delivery including planning engagements and project management as well as quality assurance for service delivery.

I have engaged in public speaking activities in the past as the face of the company and I am comfortable presenting information both internally and to external parties as required. Often this required learning new emerging technologies to follow industry best practices and utilise cutting edge technologies.

My career aspirations are to find a suitable role where I can have positive influence across an organisation utilising my industry experiences and persona to drive success aligned with business needs and best practices. This would afford me a sense of achievement and ownership for the outcomes I am directly responsible for.

I hope that you will find my application suitable and welcome any further questions or interviews at your convenience.

Kind Regards

Shane Chubb